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Foreign Broadcast Information Service
2430 E St., N. W.
Washington 25, D. C.

20 December 1948

25X1 [redacted]
Chief, London Bureau
Foreign Broadcast Information Service
25X1 [redacted]

London W. 1, England

Dear Orin:

Frampton's message of December 171130 requesting action on difficulties with the AT&T circuit that date caused a good deal of surprise and some feeling of offense both at the AT&T terminal in New York and at Signal Center Pentagon, where it was read in transmission. I gather that they had been devoting a lot of attention to keeping the circuit operative and could not understand why such a complaint was made to a higher level without previous inquiry or warning to them.

My letter of 7 December 1948 is not to be construed as discouraging routine service messages, traffic checks or even complaints from one communications terminal to another. I simply want such routine complaints handled with normal courtesy, and in case of failure to get satisfactory service by routine procedures to take the matter up with Chief, ACS, myself. Your report in this case should preferably not be transmitted via ACS circuits.

It is my general impression that AT&T and the Pentagon Signal Center are efficient and cooperative in servicing our traffic and that difficulties in most instances will be due to factors beyond their control.

Sincerely,

This document part of classified integrated file. NAME CHECK required prior to individual classification action.

L. K. WHITE

PKE/jg
AdmOff
cc:Maj.weaver,Pentagon

25X1 [redacted]

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